

SENATE BILL 3492
By Dixon

AN ACT to enact the "Consumer Right to Know Act".

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. The title of this act is, and shall be cited as, the "Consumer Right to Know Act".

SECTION 2. As used in this act, unless the context otherwise requires:

(1) "Customer sales call center" means an entity whose primary purpose includes the initiating or receiving of telephonic communications on behalf of any person for the purpose of initiating sales, including telephone solicitations as defined in § 65-4-401.

(2) "Customer service call center" means an entity whose primary purpose includes the initiating or receiving of telephonic communications on behalf of any person for the purposes of providing or receiving services or information necessary in connection with the providing of services or other benefits.

(3) "Customer service employee" means a person employed by or working on behalf of a customer sales call center or a customer service call center.

(4) "Identifying information" means the home and work addresses, telephone numbers, social security number and any other information that could reasonably be used to locate the whereabouts of an individual.

SECTION 3.

(a) Any person who receives a telephone call from, or places a telephone call to, a customer sales call center or a customer service call center, upon request, has the right to:

(1) Know the identification of the city, state, and country where the customer service employee is located;

(2) Know the name or registered alias of the customer services employee;

(3) Know the name of the employer of the person with whom the person is speaking;

(4) Speak to a qualified employee of the company or government agency the person is doing business with.

(b) No person who receives a telephone call from, or places a telephone call to, a customer sales call center or a customer service call center shall have the person's financial, credit, or identifying information sent to any foreign country without express written permission.

(c) A willful violation of this act shall be an unfair or deceptive act or trade practice under Tennessee Code Annotated, Title 47, Chapter 18, Part 1.

SECTION 4. This act shall take effect upon becoming a law, the public welfare requiring it.